

# The Rocket Experience

Rocket® Software's core values are:



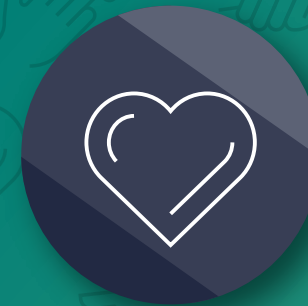
EMPATHY



HUMANITY



TRUST



LOVE

As a Rocket Software customer, I know:

1

I will achieve legendary impact in the world through my Rocket products

2

Rocket will always listen and respond to my product needs

3

My Rocket products are built to last and will continue to serve me by anticipating my future needs

4

I can trust that my Rocket products have the highest level of quality, reliability, performance, scalability, and security

5

Rocket will stand behind their products with pride and only create products that I LOVE

6

I will be delighted by every aspect of my Rocket product experience

As a Rocket Software customer, I can expect that:

1

You will treat me with the same respect and empathy you'd want for yourselves

2

You will act in my best interest and do what is right for me

3

You will personalize your service based on the way I wish to receive it

4

You will do what is necessary to meet my expectation, and will aim to exceed that expectation

5

You will tell me what to expect from you, and you will notify me immediately if you think you will deviate from that expectation

6

If you have to tell me you cannot do something, you will always give me options about what you can do

7

You will assign one Rocketeer as the single owner of the request I've made of you

8

I will determine when my request is resolved, not you